

**CITY OF AUSTIN
SCOPE OF WORK
JETAIRE PRECONDITIONED AIR UNITS INSPECTION, MAINTENANCE, AND REPAIR SERVICES
SOLICITATION NO.: IFB JRD0032**

1. PURPOSE

The City of Austin (City) seeks bids in response to this solicitation to establish a contract with a qualified and certified Vendor (Contractor) for semi-annual safety and operational inspection, emergency troubleshooting, maintenance, and repair services on JetAire XPC 5000 and 6000 Preconditioned Air Units.

The contract will support the Department of Aviation, Austin Bergstrom International Airport (ABIA). Services will be completed at or around the ABIA main terminal building. The City reserves the right to add or delete departments and preconditioned air units as deemed necessary.

Any services that have been omitted from this scope of work which are clearly necessary or in conformance with normal preconditioned air units' inspection, maintenance, and repair services shall be considered a requirement although not directly specified or called for in the scope of work.

2. BACKGROUND

ABIA currently operates twenty-three (23) JetAire XPC 5000 Preconditioned Air Units and one (1) JetAire XPC 6000 Preconditioned Air Unit. The equipment operates in a normal airport environment with operations running 24 hours per day, seven (7) days per week.

3. CONTRACTOR REQUIREMENTS

3.1. Contractor Qualifications

- 3.1.1. The Contractor shall have a minimum of three (3) years' of continuous experience prior to this solicitation performing JetAire Preconditioned Air Unit inspections, maintenance, and repair as a prime provider.
- 3.1.2. The Contractor and their senior technicians shall have a minimum of five (5) years' experience in all critical mechanical, electrical, refrigerant, electronic elements of JetAire Preconditioned Air Unit.
- 3.1.3. The Contractor shall have and operate a full-time, permanent business address with the ability to be reached by email and telephone.
- 3.1.4. The Contractor shall provide and maintain a telephone dispatch system that is operational 24 hours per day, seven (7) days per week, and 365 days per year (including holidays). *Telephone answering machines do not meet the requirements of this paragraph.*
- 3.1.5. The Contractor's personnel shall meet all applicable certification and/or licensing requirements having jurisdiction.
- 3.1.6. The Contractor shall provide a maintenance service schedule within 30 days of contract award or as requested, that is mutually agreed to between the Contractor and the City for all units to be maintained under this contract. Maintenance shall be coordinated with the Contract Manager or designee. The Contractor shall inform the Contract Manager or designee of any changes in scheduling.

3.2. Hours of Service

- 3.2.1. The Contractor shall perform maintenance and repair services within regular business hours, which are defined as Monday through Friday from 6:00 a.m. to 6:00 p.m.

**CITY OF AUSTIN
SCOPE OF WORK
JETAIRE PRECONDITIONED AIR UNITS INSPECTION, MAINTENANCE, AND REPAIR SERVICES
SOLICITATION NO.: IFB JRD0032**

- 3.2.2. The Contractor may be required to perform maintenance and repair services during non-regular business hours, which is defined as Monday through Friday from 6:01 p.m. to 5:59 a.m., weekends, and official City holidays. The Contractor shall not invoice the non-regular business hour rate for services unless approved by the City prior to starting the work.
- 3.2.3. The Contractor may be required to respond to emergency service requests for repairs. Emergency service calls are defined as maintenance on all passenger boarding bridges, preconditioned air units and related components, equipment, and trim, including, but not limited to, mechanical, electrical, and electronic components, appurtenances, and systems as described herein and in related manuals, drawings, documents and bulletins. The City will have the sole and final authority in determining when services will be designated as an "Emergency."
 - 3.2.3.1. This emergency service shall be available 24 hours per day, seven (7) days per week. The Contractor shall respond to an emergency call within one (1) hour of first notification by the City. The Contractor shall arrive at the site within two (2) days of request with tools and proper personnel needed to start repair of preconditioned air units. The Contractor shall provide complete repair or temporary repair if major parts are unavailable at the time of call.
- 3.2.4. The Contractor shall respond to any non-scheduled, non-emergency call within one (1) day of notification by the City, including afterhours and on weekends. The actual repair of the preconditioned air units shall be completed no later than two (2) days after response, or a time mutually agreed to between the Contractor and the City. The City understands that parts availability may affect the repair timeline.

3.3. Single Point of Contact (SPOC)

- 3.3.1. The Contractor shall provide a SPOC, who is skilled, knowledgeable, and experienced in providing preconditioned air units inspection, maintenance, and repair. The SPOC shall have the authority to dispatch Contractor personnel; and shall have full decision-making authority for all services provided under this Contract.
- 3.3.2. The SPOC shall be available and on-call 24 hours daily including weekends and holidays. The Contractor shall provide the office number, email address, and cell phone number for the SPOC. During times the SPOC is unavailable (due to vacation, travel, etc., for example), the Contractor may provide a designee for the SPOC. The designee shall meet the same requirements as specified for the SPOC within this SOW and shall have the same authority as the SPOC.

4. CONTRACTOR RESPONSIBILITIES

4.1. General Requirements

- 4.1.1. The Contractor shall understand and agree that the scheduling of events at City facilities takes precedence over any scheduled maintenance and repair services agreed to by the City and the Contractor. The Contractor shall not hold the City liable, financially or otherwise, if the City needs to reschedule services with the Contractor due to a new event scheduled at a City facility. The City will make every reasonable effort to immediately notify the Contractor of changes in the City's schedule of events which may have an impact on scheduled services.
- 4.1.2. The Contractor shall provide semi-annual safety and operational inspections and emergency troubleshooting and repair services to deliver the optimum levels of passenger safety, capacity, acceleration/deceleration/travel speed, ride quality, quiet operation, and visual appearance that the equipment is designed to provide.

**CITY OF AUSTIN
SCOPE OF WORK
JETAIRE PRECONDITIONED AIR UNITS INSPECTION, MAINTENANCE, AND REPAIR SERVICES
SOLICITATION NO.: IFB JRD0032**

- 4.1.3. The Contractor shall provide all equipment, materials, labor, tools, incidentals, expendable items, personnel protective equipment, and transportation necessary for proper execution and completion of inspection, maintenance, repair, and replacement services. The materials and services provided by the Contractor shall comply with all current Federal, State and local laws, City of Austin ordinances, rules and regulations.
 - 4.1.4. The Contractor shall be responsible for obtaining any operations, maintenance, and repair manuals, and any other information/data necessary to perform the required scope of work included in this agreement. The City will provide the Contractor with all manuals in its possession, including related drawings and wiring diagrams with the most revised document.
 - 4.1.5. The Contractor shall maintain and repair all preconditioned air units so that they operate to the original manufacture's performance specifications. In the event of conflict between this specification and the repair contract or the manufacture's literature, the more stringent terms/revisions shall apply.
 - 4.1.6. The replacement of major components shall not be executed without written authorization from the Contract Manager or designee. The Contractor shall contact the Contract Manager or designee for any critical issues at the time of discovery by phone, pager, email, or any means necessary to discuss corrective action.
 - 4.1.7. The Contractor shall post proper warning signs and/or barriers when and wherever necessary.
 - 4.1.8. The Contractor shall be responsible for the immediate clean-up of the work area and the removal of debris. Cleaning of the work area shall be subject to the City representative's inspection and approval.
 - 4.1.9. The Contractor shall not store worn or defective parts on City premises at the end of the work day unless otherwise specified by the Contract Manager or designee.
 - 4.1.10. The Contractor shall be responsible for damage done to property or equipment as a direct result of the Contractor's actions. Should the Contractor and/or his employees or sub-contractors cause any damage to City property, the Contractor shall immediately inform the Contract Manager or designee. The Contractor shall make repairs or replacement to the satisfaction of the City representative at no cost to the City. The City may, however, at its sole discretion, elect to make repairs or replacements of damaged property and deduct the cost from any payments owed to the Contractor or to recover costs if no payments are owed.
 - 4.1.11. The Contractor shall dispose of all worn/defective parts, oils, solvents, in accordance with all applicable laws, rules and regulations as to ensure the highest level of safety to the environment and public health at no additional cost to the City. The Contractor shall provide the manifest ticket for hazardous materials or other proof of proper disposal on request or at the time of invoicing.
- 4.2. Semi-Annual Inspections – To be completed twice a year**
- 4.2.1. The Contractor shall perform semi-annual safety and operational inspections to identify any safety or operational hazards that exist.
 - 4.2.2. These inspections shall include but not be limited to visual and operational testing of all systems and components, review of the system calibrations and settings and necessary software and software configuration modifications dealing with the preconditioned air units identified in the bid sheet or as recommended by the (OEM) original equipment manufacturer.

**CITY OF AUSTIN
SCOPE OF WORK
JETAIRE PRECONDITIONED AIR UNITS INSPECTION, MAINTENANCE, AND REPAIR SERVICES
SOLICITATION NO.: IFB JRD0032**

- 4.2.3. If a safety or operational concern is identified during the inspection process the Contractor shall notify the Contract Manager or designee immediately. At this time a determination will be made on how to address the concern.
- 4.2.4. Upon completion of the semi-annual inspections the Contractor shall schedule a debriefing meeting with the Contract Manager or designee to discuss the findings and recommended course of action. The Contractor shall prepare a formal written detailed service report "Inspection Report" and present it to the Contract Manager or designee within two (2) weeks of inspection completion, or a time mutually agreed to between the Contractor and the Contract Manager or designee.
 - 4.2.4.1. The report shall include, but is not limited to summarizing the findings, any corrective action taken and/or needed and recommendations for repair with a written estimate including labor and materials and a time line that identifies when the repairs should be made. This report should be summarized by preconditioned air unit.

4.3. Parts and Equipment

- 4.3.1. The Contractor shall obtain all replacement parts, including OEM and proprietary parts. During the term of the contract, certain parts may become obsolete and new OEM parts may not be available. In such instances, the Contractor may provide rebuilt OEM parts or new parts of another manufacturer with proper written approval from the Contract Manager or designee. In all cases, the parts shall be of equal quality, operational and performance to the original parts.
- 4.3.2. The Contractor shall offer a discount for replacement parts. This discount percentage shall be identified on Section 0600 – Bid Sheet, Section 3 and shall be for all parts under this contract. Discount shall clearly be identified on the invoice.
- 4.3.3. The Contractor shall provide parts for repairs two (2) days after approval from the City to purchase.
- 4.3.4. The City reserves the right to provide all necessary parts and components needed.

4.4. Labor and Personnel

- 4.4.1. Access to airport premises and operations areas is limited to the Contractor's personnel and those ABIA employees or individuals authorized by ABIA, provided those persons identified by ABIA do not interfere or jeopardize the Contractor's responsibility for safely maintaining the equipment. The Contractor shall conform to such identification and security procedures. Access to the premises must be strictly controlled, and the Contractor shall keep all records of all pass codes/pass words distributed to its personnel. Officers, employees, or agents of the Contractor shall never enter a restricted or operational area of the airport without the express permission of ABIA or any other governmental bodies having jurisdiction, and the Contractor assumes full liability arising from any such unauthorized incursions.
- 4.4.2. The Contractor personnel performing on this contract shall be subject to a 10 year background and/or fingerprint check. The Contractor shall be responsible for providing such background checks as directed by ABIA along with all associated costs. Background checks shall be completed solely for the City as the City will not accept background checks performed for another City.
- 4.4.3. The Contractor shall be responsible for any special clearances that may be required by the Federal Aviation Administration ("FAA") and shall conform to all ABIA security directives.

**CITY OF AUSTIN
SCOPE OF WORK
JETAIRE PRECONDITIONED AIR UNITS INSPECTION, MAINTENANCE, AND REPAIR SERVICES
SOLICITATION NO.: IFB JRD0032**

- 4.4.4. The Contractor shall obtain ABIA security badges for its personnel. The Contractor personnel shall wear an identification badge at all times while on airport property. The cost of replacement badging shall be the responsibility of the Contractor.
- 4.4.5. The Contractor acknowledges that fines or penalties may be assessed by the Federal Aviation as a result of the Contractor's non-compliance with provisions of "Airport Security". The Contractor shall reimburse ABIA for any fines or penalties assessed against ABIA that are attributable to the Contractor or its sub-contractor's non-compliance within ten (10) days of receipt of written notice from ABIA that the FAA has issued a penalty.
- 4.4.6. The Contractor shall be responsible for ensuring the safety of their employees, City employees, and the general public during performance of all services under this contract. The Contractor shall ensure that all crews are fully and properly equipped to perform services promptly and safely.
- 4.4.7. All Contractor personnel assigned to provide services under the contract shall wear a uniform, necessary safety equipment, and company issued identification. Uniforms shall be alike and shall have the Contractor's and employee's names clearly displayed on the front of the shirt and seasonal outerwear.
- 4.4.8. The Contractor shall furnish necessary transportation required in the performance of this agreement. The Contractor's vehicle(s) shall be clearly marked with the Contractor's name on each side of the vehicle. Magnetic signs are acceptable for this purpose. All vehicles used by the Contractor's personnel in their routine duties shall be registered with ABIA. ABIA shall provide the Contractor with parking arrangements for the Contractor's personnel while working on ABIA equipment at ABIA premises.

4.5. On-Site Training

- 4.5.1. The Contractor shall provide on-site training to ABIA personnel on an annual basis, upon request. This training is estimated to last about eight (8) hours per session and shall cover preconditioned air troubleshooting, maintenance, and software updates, changes and configurations. The City reserves the right to identify the training material that will be conducted. Refer to Section 0600 – Bid Sheet, Section 4.
- 4.5.2. The City may elect to conduct video and audio recording the training classes for future ABIA internal training exercises.
- 4.5.3. The Contractor shall provide training manuals to all attendees.
- 4.5.4. The City intends to keep the class sizes to approximately eight (8) technicians per class.

5. CITY RESPONSIBILITIES

- 5.1. The City will provide light, water, and electricity as necessary to enable the contractor to provide the services described in this document. The Contractor shall use these facilities only to perform the contractual duties.
- 5.2. The City will provide an on-site contact, with escorted access if needed.
- 5.3. The City will provide the Contractor with name(s) of personnel authorized to order services.

**CITY OF AUSTIN
SCOPE OF WORK
JETAIRE PRECONDITIONED AIR UNITS INSPECTION, MAINTENANCE, AND REPAIR SERVICES
SOLICITATION NO.: IFB JRD0032**

6. DELIVERABLES

#	Deliverables / Milestones	Description	Timeline (due/ completion date, reference date, or frequency)	Performance Measure/ Acceptance Criteria	Scope of Work Reference/ Section
1	Maintenance Service Schedule	Contractor shall provide a maintenance services schedule	Within 30 days of request	100% compliance	3.1.6.
2	SPOC	Contractor shall provide a SPOC for the contract	Within two days of the scheduled date	100% compliance	3.3.1.
3	Inspection Report	Contractor shall provide a detailed report indicating inspection findings	Within two weeks of completion	95% compliance	4.2.4.
4	Contractor Personnel Background Checks	Contractor shall provide background and/or fingerprint checks as requested	Within two days of request	100% compliance	4.4.2.